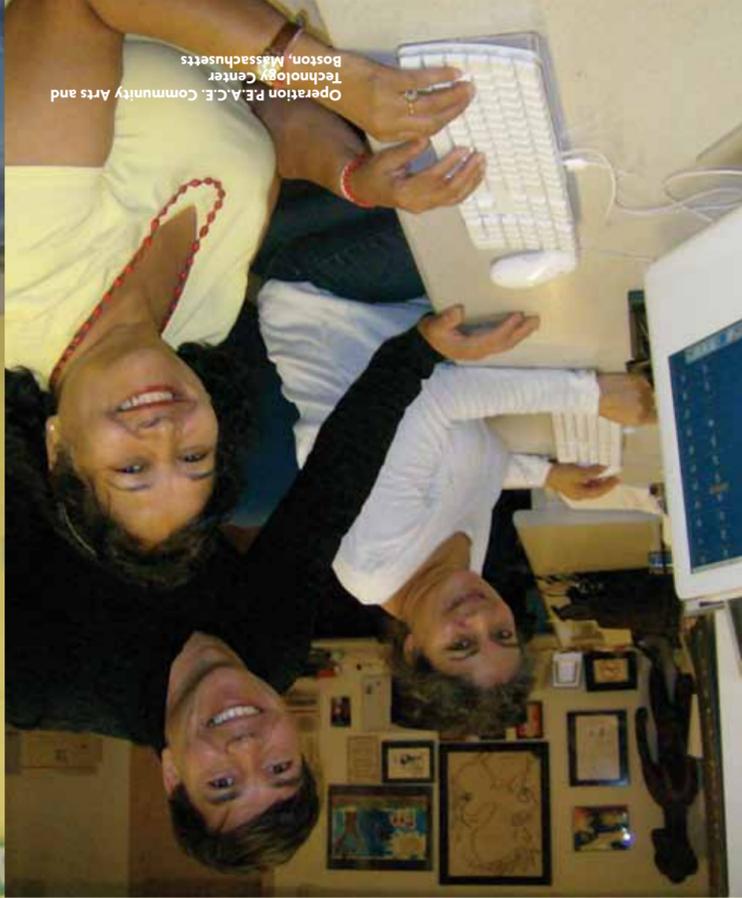




Community Network Learning Center  
Huntsville, Alabama



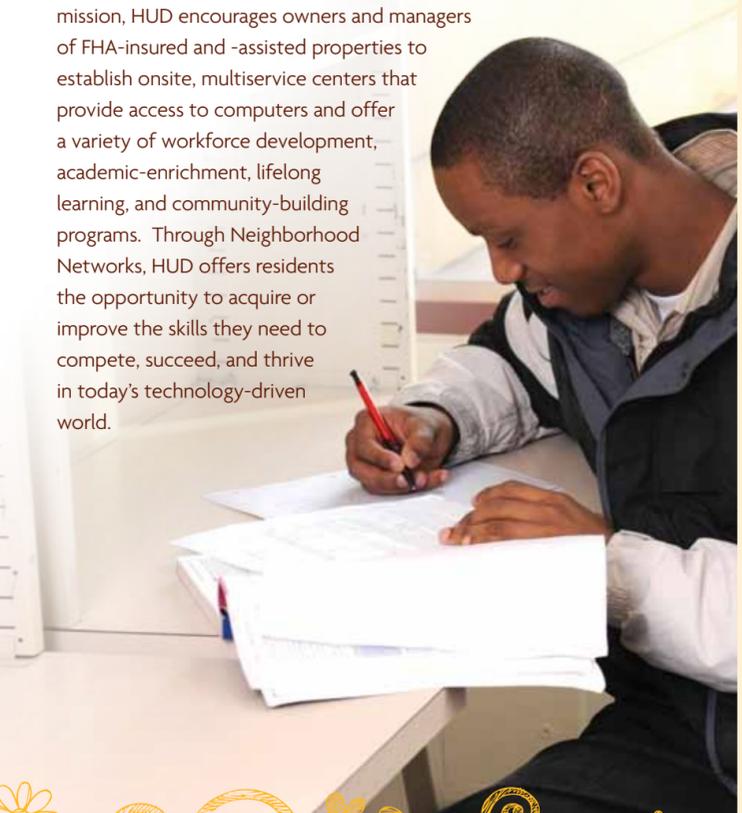
Laverne Court Learning Center/Mercy  
Technology Center  
Housing Lakemont Resident Lab  
Chicago, Illinois



Operation P.E.A.C.E. Community Arts and  
Technology Center  
Boston, Massachusetts

## About Neighborhood Networks

There are approximately 1,500 Neighborhood Networks centers located on multifamily housing properties throughout the United States, Puerto Rico, and the U.S. Virgin Islands. The mission of Neighborhood Networks is simple: Deliver greater technology access to increase self-sufficiency among residents of Federal Housing Administration (FHA)-insured and -assisted properties. To fulfill this mission, HUD encourages owners and managers of FHA-insured and -assisted properties to establish onsite, multiservice centers that provide access to computers and offer a variety of workforce development, academic-enrichment, lifelong learning, and community-building programs. Through Neighborhood Networks, HUD offers residents the opportunity to acquire or improve the skills they need to compete, succeed, and thrive in today's technology-driven world.



*Planting the  
Seeds of Success*

## Cultivating Success Since 1995

The year was 1995. Microsoft released Windows 95, selling more than half a million copies in the first four days it was on the market. Amazon.com, eBay, and Hotmail made their debut on the Web, ushering in a whole new way of doing business and communicating. And, more than 20 million\* U.S. households had a personal computer, providing a glimpse of the vital role technology would play in American society.

Even though technology was changing the way people worked, learned, and lived, there were still millions of Americans who lacked access to it or the necessary skills to use it. In September 1995, the U.S. Department of Housing and Urban Development's (HUD's) Office of Multifamily Housing Programs took action to change this for HUD multifamily residents with the introduction of the Neighborhood Networks Initiative. This Initiative has been cultivating success in communities ever since.

### *A Snapshot of Success\*\**

As of September 2009:

- More than 1.1 million residents had used Neighborhood Networks centers since the Initiative was launched in 1995.
- More than 7,000 computers located in Neighborhood Networks centers were delivering technology access to America's communities.
- Nearly 70,000 residents had been placed in jobs through programs offered at their local Neighborhood Networks centers.

And, in 2009, more than 160,000 adults and seniors and more than 100,000 youth had access to customized programs and services offered at their local Neighborhood Networks center.

\*\* Based on 2009 data obtained from the Neighborhood Networks Strategic Tracking and Reporting Tool.

### Pinewood Park Learning Center Lufkin, Texas

When Travis was eight years old, he and his four siblings were removed from their parents' custody, and adopted by another family. Growing up in his new adopted home, Travis excelled at sports and academics. At 16, he was a sponsored basketball player. At 17, he was offered football scholarships to several universities. Despite his achievements, Travis' childhood problems took an emotional toll, prompting him to quit the football team, stop playing basketball, and drop out of school. For 12 years, Travis worked a series of unfulfilling jobs until he realized the solution to his situation was back in the classroom. Travis turned to his property's onsite Neighborhood Networks center, the Pinewood Park Learning Center, for the resources, guidance, and support he needed to start living up to his potential. At the Pinewood Park Learning Center, Travis enrolled in the General Educational Development (GED) exam preparation class. After six months of studying and preparing for the GED exam, Travis received high scores on the test and earned his GED. With his spark of determination reignited, Travis went on to enroll at a local community college to pursue a career in physical fitness and health sciences.

### Bryant Manor Computer Learning Center Seattle, Washington

To help students achieve their full academic potential, staff at the Bryant Manor Computer Learning Center launched the Above and Beyond program. Approximately 60 elementary, middle, and high school students participate in the afterschool program that meets Mondays through Thursdays from 3:15 p.m. to 8 p.m. To encourage students to become active participants in Above and Beyond, center staff established a peer educators component for the program. Students who have earned a 4.0 in a subject area are eligible to tutor the younger students. However, before a student becomes a peer educator, he or she must complete an orientation that teaches them communication skills, how to assess a student's need and progress, the difference between teaching and doing the work for the student, how to give praise, and how to empower a student. Peer educators must maintain a 3.0 grade point average to continue being a tutor. The program's academically enriching curriculum has resulted in 48 percent of the center's afterschool program participants earning a 4.0 grade point average and a significant number of the high school seniors going to college.

### Orford Village Commons Computer Center Manchester, Connecticut

To help senior residents overcome their fear of and reluctance to using computer technology, the Orford Village Commons Computer Center launched an eight-week computer literacy course that taught basic computer terminology and skills. The class also offered instruction on using the Internet to search for information, explore the world, and use e-mail to connect and communicate with family and friends. To create a hands-on curriculum that would be compatible with the seniors' learning styles, center staff created PowerPoint presentations, researched textbooks, and installed senior-friendly equipment and options, such as large print key boards and easily visible desktop icons. Center staff also limited class size to two seniors per session. Twelve senior residents, who ranged in age from 75 to 90, successfully completed the first eight-week session. To celebrate the seniors' achievement and encourage them to continue learning new skills, center staff hosted a special graduation ceremony.

### A Partnership for Employment Philadelphia, Pennsylvania

The Philadelphia Neighborhood Networks Consortium (PNNC) and CVS Caremark formed a workforce development partnership to deliver greater employment opportunities to residents. For the partnership, the PNNC offers life- and job-skills training that prepares residents for careers at CVS pharmacy stores, while CVS provides residents with employment and career advancement opportunities. To launch and promote the partnership, Montgomery Townhouses Neighborhood Networks Center in Philadelphia hosted a career fair. The fair featured the managers of 41 CVS pharmacy stores to discuss employment opportunities with residents. During the career fair, residents applied for positions and were interviewed by CVS store managers. CVS Caremark intends to broaden the partnership with the PNNC by launching a job shadowing program. Through the program, youth will have the opportunity to shadow CVS associates, managers, and pharmacists to learn about the skills and qualifications necessary for each position. The program will also provide youth with on-the-job experience at select CVS stores.

While no two Neighborhood Networks centers are alike, they all use technology to increase self-sufficiency, enhance academic achievement, and offer lifelong learning opportunities. Some of the most common programs and services offered at Neighborhood Networks centers include:

- **Workforce development programs** that help adult residents obtain a job or advance in their current position. Workforce development programs include computer classes, resume writing and interviewing techniques workshops, job training and placement services, adult literacy, General Educational Development (GED) exam preparation courses, and English as a Second Language (ESL) classes.
- **Academic enrichment and leadership programs** that help youth achieve greater success in the classroom and in life. Youth programs include afterschool activities, as well as mentoring and leadership programs.
- **Lifelong learning and personal enrichment programs** that teach seniors how to use computers to gain information on jobs, volunteer opportunities, and health care. Also, seniors' use of computers enables them to stay informed and connected to family and friends.



Village at Lakeview Neighborhood Networks Center  
Edgewood, Maryland

Each day, Neighborhood Networks centers deliver the resources and programs residents need to achieve greater self-sufficiency, academic success, and confidence. However, providing these resources and programs would not be possible without the generous support of property owners/managers, partners, and volunteers. And, while these Neighborhood Networks supporters provide much needed resources, time, and funding, they also reap the rewards that go with contributing to the success of Neighborhood Networks centers.

### A Sound Business Decision for Property Owners and Managers

Owning and managing a property is a business, and all decisions regarding that property must be evaluated based on the return on investment. Opening a Neighborhood Networks center offers a tangible return on investment by:

- Increasing the self-sufficiency and financial stability of residents.
- Making properties more attractive to potential residents, thereby lowering vacancy rates and tenant turnover.
- Decreasing security and upkeep costs by giving residents a greater sense of pride and a greater stake in the overall well being of the community.
- Establishing mutually beneficial relationships with residents and the local partners that work with the center.

### An Opportunity for Partners to Connect with the Community

Local businesses, corporations, and organizations are often looking for ways to give back to the community whose support is critical to their success. As a Neighborhood Networks center partner, local businesses and organizations have the opportunity to empower residents and create a talented workforce that meets their employment needs, while at the same time demonstrating their commitment to the community by providing financial, in-kind, and volunteer support.



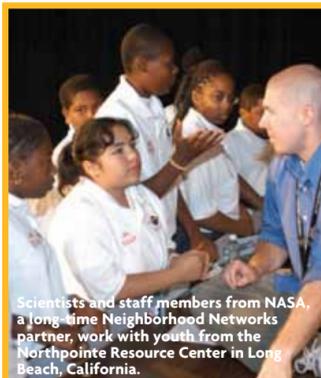
The Montgomery Townhouses Neighborhood Networks Center and the Philadelphia Neighborhood Networks Consortium (PNNC) partner with CVS Caremark to host a career fair in Philadelphia, Pennsylvania.

Each year, Americans volunteer their time and talent to various organizations and causes. Some volunteer for the personal satisfaction that comes with giving back to their community. Others, such as high school and college students, volunteer as part of a service-learning project that provides an extra dimension to their education by enabling them to apply the lessons they have learned in the classroom, while strengthening the community. No matter the reason, the local Neighborhood Networks center provides an ideal volunteer opportunity.

If you or your organization is interested in opening or supporting a Neighborhood Networks center, please visit [www.NeighborhoodNetworks.org](http://www.NeighborhoodNetworks.org) to learn more about the Initiative and to view a list of

centers in your area. You may also call the Neighborhood Networks Information Center toll-free at (888) 312-2743 or contact your local HUD office. The hearing impaired may access this number via TTY by first calling the Federal Information Relay Service at (800) 877-8339.

\* U.S. Census Bureau (1999). Computer and Internet Use in the United States. Retrieved at <http://www.census.gov/prod/99pubs/p20-522.pdf>.



Scientists and staff members from NASA, a long-time Neighborhood Networks partner, work with youth from the Northpointe Resource Center in Long Beach, California.

At Centers Across  
the Nation

A Chance to Reap What You Sow

A Place for Personal  
Growth